

Day 1

Module & Timing	Purpose (the overall goal for the lesson block)	Activities / Delivery
8:30 -9:15 or 9:30 Getting Acquainted and Course Expectations	To establish group expectations and build trust for the journey ahead.	<ul style="list-style-type: none"> • Introductions • Course Objectives & Expectations • Sharing Experiences
9:15 or 9:30 – 11:30 (includes 15 minute break) Identifying and Assessing Outrage	<p>Establish a common understanding of outrage</p> <p>Identifying the causes of outrage</p>	<ul style="list-style-type: none"> • Risk = Hazard + outrage • 12 components of outrage • 4 kinds of risk communication • Outrage Assessment
11:30am – 12:15pm Establishing the Foundation – Linking Meaningful P2 & Outrage Management	<p>Establish a common understanding of authentic public participation</p> <p>Examine the link the relationship between P2 and OM</p>	<ul style="list-style-type: none"> • P2 vs. Om goals • Prevent vs. Manage outrage / plan vs. in the moment OM • 3 Foundations of Meaningful P2 • Spectrum of Public Participation • Stakeholders • Core Values • Code of Ethics • Planning & 5 Steps for Planning P2
12:15 – 1:15pm LUNCH BREAK		

Module & Timing	Purpose (the overall goal for the lesson block)	Activities / Delivery
1:15 - 4:00pm (includes 15 minute afternoon break) Strategies & Approaches for Outrage Management (Strategies 1 through 4)	Strategies & Approaches for dealing with Outrage	<ul style="list-style-type: none"> • Six Strategies for Outrage Management (Strategies 1 through 4 only)
4:00 - 4:30pm Day 1 Closing, Review, Evaluation, Questions and Next Steps	Reflection and Linking Learning Together	Closing Exercise Questions for Tomorrow

Day 2

Module & Timing	Purpose (the overall goal for the lesson block)	Activities / Delivery
8:30 – 8:45am Opening of Day 2	Reconnecting	Opening Exercise Reflection on Learning so far
9:00 – 10:30am	Strategies & Approaches for dealing with Outrage	<ul style="list-style-type: none"> Six Strategies for Outrage Management (Strategies 5 and 6 only)
10:30 – 10:45am BREAK		
10:45am – 11:45am Carrying out Strategies in a P2 Context	Planning for & Implementing OM Strategies in P2 Looking at stakeholders differently, from a values based perspective	<ul style="list-style-type: none"> Stakeholder Analysis Stakeholder Motivations Ego, Self-Interest & Outrage
11:45am – 12:30pm LUNCH		
12:30 – 1:30pm Carrying out Strategies in a P2 Context	Planning for & Implementing OM Strategies in P2	<ul style="list-style-type: none"> Objectives Tools & Techniques: Methods for engaging people in outrage situations Incorporating OM Strategies into the P2 Plan
1:30 – 2:30pm Self-Awareness & Barriers in Outrage Management	Linking Attitude & Behaviour with Outrage Understanding & Addressing Barriers to Outrage Management	<ul style="list-style-type: none"> Attitude & Behaviour Value Based & Empathic Questioning Barriers & Approaches
2:30 – 2:45pm BREAK		

Module & Timing	Purpose (the overall goal for the lesson block)	Activities / Delivery
2:45 – 4:00pm Assessing, Planning & Implementing OM & P2	Building & Practising skills and reinforcing learning	“Mega” Exercise – Assessing, Planning & Implementing OM Strategies in P2 Situations
4:00 – 4:30pm Wrap-up & Closing	Review, Reflection & Closing	Sharing learning, experience & final questions

NOTE: All Times Are Approximate